

INQUIRY COMMITTEE RECORD OF DECISION

FILE NAME: DH0763

FACTS

On October 11, 2007, the Registrar received a written complaint from a member of the public against a registrant of The College of Dental Hygienists of British Columbia. The complainant was dissatisfied with the registrant's conduct during a dental hygiene appointment in which dental hygiene services were to be provided to the complainant's child. The complainant's concerns were related to the registrant's communication during discussion between the registrant and the complainant (parent) and the registrant's communication with the child. The complainant also raised concern regarding the registrant's conduct towards the patient while taking radiographs and providing oral hygiene instruction.

In accordance with section 32(2) of the *Health Professions Act*, the Registrar delivered the complaint to the College's Inquiry Committee. On the direction of the Inquiry Committee, the Registrar investigated the complaint further, requesting patient records from the office in which the registrant practices.

The committee reviewed information received from the registrant in regard to the complaint and examined the patient's dental records, as submitted by the registrant's employer (dentist).

COMMITTEE DECISION

The Committee determined that the registrant had breached sections 4 and 5 of the College's Code of Ethics, based on the information initially provided by the complainant and after considering the registrant's response to the complaint, as well as information recorded on the patient chart. As set out in section 36(1)(a) and 36 (1)(d) of the *Health Professions Act*, the registrant was requested to undertake to review the College of Dental Hygienists of British Columbia's Code of Ethics and not to repeat the conduct of breaching sections 4 and 5 of the Code of Ethics.

RELEVANT PROVISION OF ACT, REGULATION, OR BYLAWS: Act, sections 32(1); 32(2); 36(1)(a); 36 (1)(d); Bylaws 55(1), 55(2) and 71

STATUS: Closed

LEGISLATIVE AUTHORITY: *Health Professions Act* s 32; 36